

G-01551A-07-0504

ORIGINAL



ARIZONA CORPORATION COMMISSION
RECEIVED
UTILITY COMPLAINT FORM

4708

Investigator: Richard Martinez ^{2007 NOV - 6 P 3: 53} Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2007 - 63565

Date: 10/1/2007 Arizona Corporation Commission
DOCKETED

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

NOV - 6 2007

Complaint By: Patricia M. Sullivan

DOCKETED BY [REDACTED] ne

Account Name: Patricia M. Sullivan

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Southwest Gas Corporation

Division: [REDACTED]

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

I am absolutely OUTRAGED at the unmitigate gall of Southwest Gas requesting yet ANOTHER rate hike so soon after the most recent one in January, which amounted to a 37% increase in costs in our coldest month of the year. This is simply unacceptable. Perhaps the CEO and stockholders should settle for less of a profit than they would prefer. I keep my house cold enough in the winter that I often wear gloves and several layers of clothing so I am certainly not wasting our natural resources by keeping the thermostat up too high. My home was built in 1996 and is an energy-efficient one-level structure. It is well insulated and well maintained so there is little else that I can do in an attempt to keep utility costs down. The greed that is apparent in this recent proposal should not be allowed, and I am depending on you to prevent it. The reason given for the need of this latest rate increase was also insultingly laughable people are conserving gas now.

So when we do what we can for the environment we are to be penalized with increased prices. What kind of backward logic is that?

The cost of this decline in use accounts for \$6.5 million yet the proposed rate increase would add \$ 50.2 million to SWG coffers, per the article in today's Arizona Daily Star.

When I received my first gas bill with the new rate in January, I thought that there had been either a mistake or that I had a gas leak so I contacted the company and requested that the meter be reread. When that proved not to be the problem, the next step was to have someone come out and go through my home checking for leaks, which was done, but again without discovering a cause. So it was that a bill for one person living in my home with three rooms completely closed off and a very low thermostat setting cost more than when all of the rooms were in use and the home was occupied by six individuals including my very frail 80+ year old mother (heat, cooking and hot water heater for bathing and laundry). I found this unbelievable. Where is it to end? If I must live within a budget why can't Southwest Gas do the same? Inflation is harming the poor and those on fixed incomes and causing others to struggle unfairly. This rate increase would affect 274,000 people living in the Tucson area.

Your attention as well as a response to this missive would be appreciated. Sincerely,

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Patricia M. Sullivan
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

(G-01551A-07-0504)

10/01 (ACC):

ACC left a voice mail message to call ACC staff for follow up to her concern.

10/09 (ACC):

ACC staff called customer @ 1039 hours and left another voice mail message stating that her Opinion would be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider customers' comment before a decision is rendered .

ACC staff appreciates his comments and the interest taken on the proposed rate increase. CLOSED.

10/26 & 10/31:

ACC staff left a voice mail message for customer to contact ACC to talk about her concern about her possible high bill in addition to her Opinion that she is against the proposed rate increase by SWG. Customer has not returned either call so I will now have this Opinion docketed.

11/01 (ACC):

Received a voice mail message from customer who said that the correspondence was mainly an Opinion against the proposed rate increase by SWG. Customer thanked ACC staff for taking an interest in her correspondence and Opinion. CLOSED.

End of Comments

Date Completed: 10/12/2007

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